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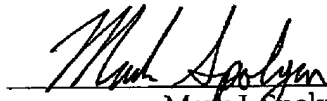
Date: January 14, 2005  
To: United States Patent & Trademark Office  
Fax: 703-872-9306  
From: Mark Spolyar  
Number of Pages (including cover sheet): 17  
RE: Transmission of Response to Office Action  
U.S. Serial No. 09/896,887 filed June 28, 2001

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Mark J. Spolyar  
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## Papers Included Herewith:

1. Fax Cover Sheet (1 page);
2. Amendment (14 pages); and
3. Copy of Declaration (2 pages).

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/896,887  
Applicant: Krautkremer  
Filed: June 28, 2001  
Title: Methods, Apparatuses and Systems Enabling a Network Services  
Provider to Deliver Application Performance Management Services

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Docket No.: 6533/53628  
Customer No.: 30505

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## AMENDMENT A

Sir:

In response to the Office Action mailed October 15, 2004, please amend the application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.